



City of Chicago Department of Aviation

Emergency Operations Plan

Basic Plan

Appendix 1

Incident Management Center Standard Operating Procedures

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Foreword:

These Standard Operating Procedures (SOP) contain the general procedures to be used for all activations of the Incident Management Center (IMC) whether for training, exercises or actual emergency response support operations.

Users of this guide are assumed to be familiar with the Incident Command System (ICS) and general operational practices. Supervisors must ensure that their personnel have enrolled in and completed the proper NIMS/ICS training to ensure that the Chicago Department of Aviation (CDA) remains ready to manage an aviation related incident.

Reference and Authority: U.S. Department of Transportation, Federal Aviation Administration, Advisory Circular AC 150/5200-31C, dated 1 May 2010

Centralized Command and Control. The typical form of centralized Command and Control is an Operations Center (in the Chicago Airport System it is referred to as the "Incident Management Center"). It is used to facilitate policy making, coordination, and overall support of responding resources in support of large scale emergency situations.

The IMC is a centralized fixed location, strategically placed away from vulnerable areas, and yet, is reasonably accessible to those officials who will use it.

Dependent upon the incident, it may be activated and used to coordinate those actions which must be taken before a disaster strikes, such as providing emergency public information, closure of public facilities, evacuation of people and equipment (e.g., terminals and airplanes), establishment of shelters, etc..

In these situations, the IMC will be used as the central coordinating center to support the Incident Commander(s) in the field. The main roles of the IMC are:

- ✓ To provide support to the on-scene Incident Commander(s).
- ✓ Act as the command center for localized emergencies such as bomb threats and unlawful seizure of aircraft.
- ✓ To be available for operational support 24-hours a day.

The IMC should:

- ✓ Support the number of staff members anticipated for the specific airport.
- ✓ Provide maximum functionality, usually in three areas: operations, communications and incident support.
- ✓ Be appropriately equipped with usual furnishings (tables, chairs, lighting, etc.), displays, maps, telecommunications equipment (redundancy systems), wireless computer capability, projector and screen, fax, copier, status boards, whiteboards, and more. Name tags/position identifiers should also be provided.

- ✓ Provide grid maps for a common frame-of- reference for orientation and coordination of emergency responders. Be secure. Security personnel and systems keep unauthorized persons from entering the facility.
- ✓ Be adequately staffed. The IMC staff should be carefully selected, trained, and represent members of the senior staff. Functions to be covered include: operations, planning, logistics, finance / administration; maintenance, emergency medical services, law enforcement, fire, public works, public information, resource management and communications.
- ✓ Typically, the IMC is run by the [REDACTED] Officer. He/she is supported by an Incident Management Center Manager who is responsible for coordinating with department staff and outside agencies to develop and update airport emergency management plans in preparation for and in response to aviation related incidents.

IMC Policy

The Department of Aviation IMC will operate under the following policies during an aviation related incident as the situation dictates:

- ✓ The National Incident Management System (NIMS) will be followed.
- ✓ A modified Incident Command System (ICS) organization structure will be used in the IMC to provide support to the tactical, on-scene Incident Commander.
- ✓ The IMC will establish a comprehensive, ***all-hazards approach*** to incident response.
- ✓ All incidents will be managed at the lowest possible level and be supported by additional capabilities when needed. (See "Incident Type" chart on next page)
- ✓ Only approved ICS Forms will be used to create Incident Action Plans
- ✓ All personnel working in the IMC will initiate an ***ICS Form 214 to be used to record significant activity in their respective functional areas***. These forms are to be turned into the IMC Manager at the end of the Operational Period. (See page 25-26 for a sample ICS Form 214).
- ✓ All existing departmental / agency operating guidelines will be adhered to unless modified by the Chief Public Safety Officer.
- ✓ All personnel on-duty in the IMC are expected to remain on duty until properly relieved of duty. Upon incident demobilization, all personnel will be expected to return to work in accordance with departmental/agency standard operating guidelines or as dictated by the incident.
- ✓ Operational periods will be event driven. When the IMC is activated, operational periods of 12 hours duration will be implemented for the response.

Incident Types

Incidents may be "typed" in order to make decisions about resource requirements. Incident types are based on the following five levels of complexity. (Source: U.S. Fire Administration)

Type 5	<ul style="list-style-type: none">✓ The incident can be handled with one or two single resources with up to six personnel.✓ Command and General Staff positions (other than the Incident Commander) are not activated✓ No written IAP is required (although in certain instances an ICS Form 201 may be required).✓ The incident is contained within the first operational period and often within an hour to a few hours after resources arrive on scene.✓ Examples include a vehicle fire, an injured person, or a police traffic stop.
Type 4	<ul style="list-style-type: none">✓ Command Staff and General Staff functions are activated only if needed. Several resources are required to mitigate the incident.✓ The incident is usually limited to one operational period in the control phase.✓ The agency administrator may have briefings, and ensure the complexity analysis and delegation of authority are updated.✓ No written IAP is required, but a documented operational briefing will be completed for all incoming resources.✓ The role of the agency administrator includes operational plans including objectives and priorities.
Type 3	<ul style="list-style-type: none">✓ When capabilities exceed initial attack, the appropriate ICS positions should be added to match the complexity of the incident.✓ Some or all of the Command and General Staff positions may be activated, as well as Division/Group Supervisor and/or Unit Leader level positions.✓ A Type 3 Incident Management Team (IMT) or incident command organization manages initial action incidents with a significant number of resources, an extended attack incident until containment/control is achieved, or an expanding incident until transition to a Type 1 or 2 team.✓ The incident may extend into multiple operational periods.✓ A written IAP may be required for each operational period.
Type 2	<ul style="list-style-type: none">✓ This type of incident extends beyond the capabilities for local control and is expected to go into multiple operational periods. A Type 2 incident may require the response of resources out of area, including regional and/or national resources, to effectively manage the operations, command, and general staffing.✓ Most or all of the Command and General Staff positions are filled.✓ A written IAP is required for each operational period.✓ Many of the functional units are needed and staffed.✓ The agency administrator is responsible for the incident complexity analysis, agency administrator briefings, and the written delegation of authority.
Type 1	<ul style="list-style-type: none">✓ This type of incident is the most complex, requiring national resources to safely and effectively manage and operate.✓ All Command and General Staff positions are activated.✓ Branches need to be established.✓ The agency administrator will have briefings, and ensure that the complexity analysis and delegation of authority are updated.✓ Use of resource advisors at the Incident base is recommended.✓ There is a high impact on the local jurisdiction, requiring additional staff for office administrative and support functions.

IMC Location and Description

As previously stated, the IMC is the location from which centralized emergency management functions are performed in support of on-scene incident command and during an aviation related incident.

When activated, the IMC will be organized in the nationally recognized Incident Command System (ICS) organizational structure with clearly defined roles for management of the incident and support to the on-scene Incident Commander. Once the IMC has been activated, members responding to the IMC for assignment become designated as the "Incident Management Support Team" (IMST).

Remember! The primary reason for the IMC Activation is to support the on-scene Incident Commander. Personnel working in the IMC are not there to "take over" the incident.

Every incident is managed on the basis of a single Incident Action Plan (IAP) created by the needs of the Incident Commander. Although similarly structured to the organization of the on-scene Incident Command System, all of the sections of the Incident Management Group (IMG) work inside of the IMC during a crisis and play a *direct support role* for the on-scene Incident Commander ensuring that he/she receives all of the necessary personnel, supplies and equipment necessary to accomplish the mission. If the Incident is expected to endure beyond a single operational period, the Incident Management Support Team (IMST) will create the Incident Action Plan for all subsequent operational periods.

The IMST gets its authority to manage Airport incidents from the [REDACTED] who is the Agency Administrator. The granting of this authority provides a common understanding between the Agency Administrator, the IMST, and tactical Incident Commander regarding the environmental, social, political, economic and other management issues relevant to the incident and its location.

The IMC allows face-to-face coordination among personnel who must make emergency decisions. The following functions are performed in the IMC:

- ✓ Managing and coordinating emergency operations.
- ✓ Receiving and disseminating warning information.
- ✓ Developing emergency policies and guidelines.
- ✓ Collecting and disseminating information to, the various IMG representatives, and as appropriate, to City, State and Federal agencies.
- ✓ Preparing information summaries, situation reports, operational reports, and other reports as required.
- ✓ Maintaining general and specific maps, information display boards, and other data pertaining to emergency operations.
- ✓ Continuing analysis and evaluation of all data pertaining to emergency operations.
- ✓ Controlling and coordinating, within established policy, the operational and logistical support of resources committed to the emergency.
- ✓ Maintaining contact and coordination with support departments and agencies, other local area EOCs, and the State EOC.
- ✓ Providing emergency information and instructions to the public, making official releases to the news media and the scheduling of press conferences as necessary.

Incident Complexity

All personnel working in the IMC are requested to consider "incident complexity" when participating in planning meetings, forecasting resources, creating Incident Action Plans (IAPs) and when preparing for demobilization.

"Incident Complexity" is the combination of involved factors that affect the probability of control of an incident. Many factors determine the complexity of an incident, including, but not limited to, area involved, threat to life and property, political sensitivity, organizational complexity, jurisdictional boundaries, values at risk, weather, strategy and tactics and agency policy.

Incident complexity is considered when making incident management level, staffing and safety decisions.

Various analysis tools have been developed to assist consideration of important factors involved in incident complexity. Listed below are the factors that may be considered in analyzing incident complexity:

- ✓ Impacts on life, property and the economy
- ✓ Community and responder safety
- ✓ Potential hazardous materials
- ✓ Weather and other environmental influences
- ✓ Likelihood of cascading events
- ✓ Potential crime scene (including terrorism)
- ✓ Political sensitivity, external influences, and media relations
- ✓ Area involved, jurisdictional boundaries
- ✓ Availability of resources

IMC Activation

The activation of the IMC occurs when the [REDACTED] determines that the tactical Incident Commander(s) in the field require assistance or direction for their response due to the scope or magnitude of an emergency. The IMC is utilized to provide support to the Incident Commander(s) and coordinate with other jurisdictions.

When to Activate.

The IMC will be activated as required for aviation related incidents or to conduct approved drills and exercises.

How to Activate. (See Set-Up Checklist on the next page)

INCIDENT MANAGEMENT CENTER SET-UP CHECKLIST

Primary Responsibility Assigned to:	IMC Technical Support
Reports To	Emergency Operations Center Manager

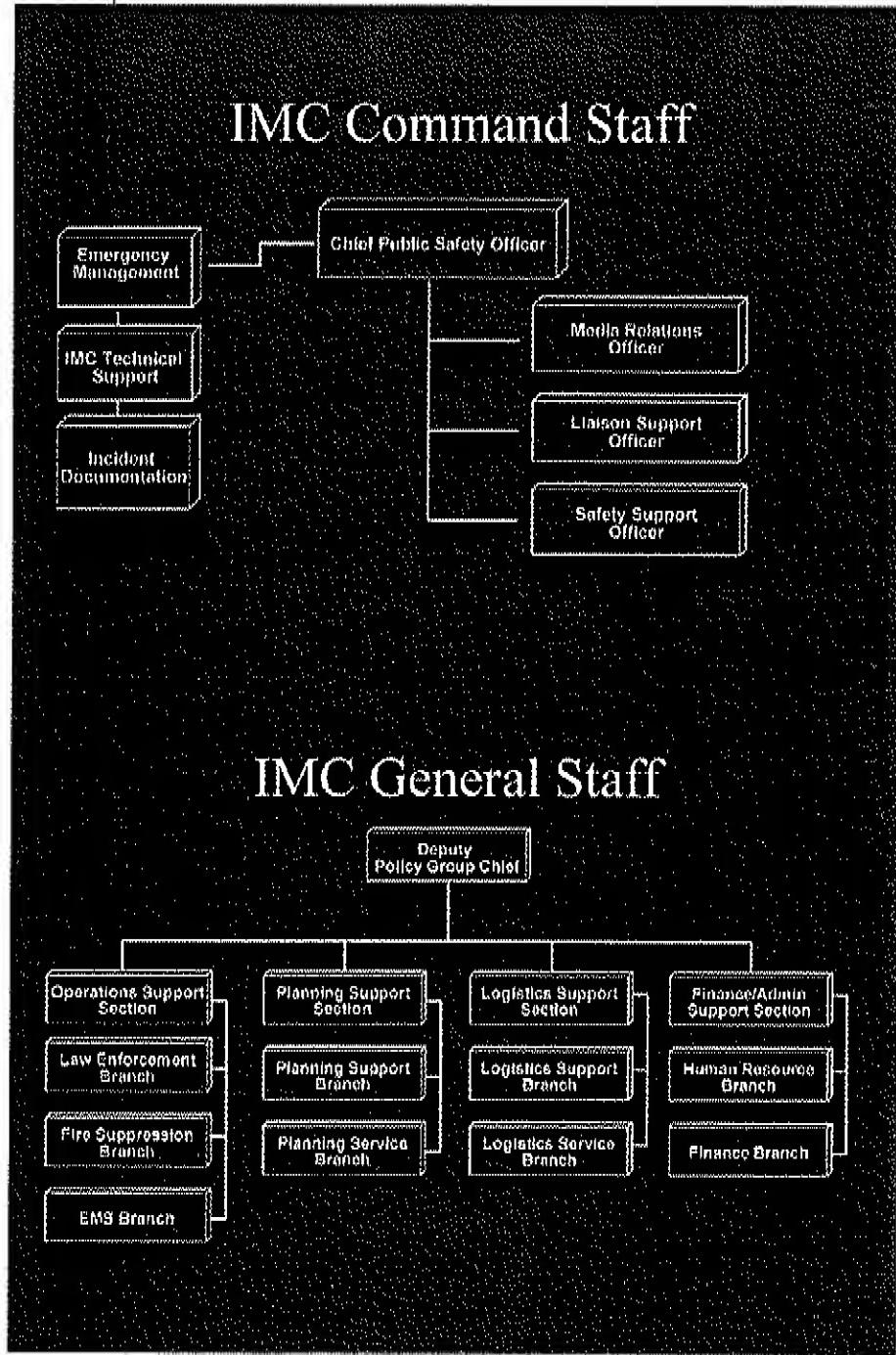
PROCEDURES (Check as they are completed)

	Procedure	Initials
	When notified of the IMC Activation coordinate set-up of the facility for operation	
	Check availability of communications <ul style="list-style-type: none">• Land-based phones, cell phones, radios, fax machine, email, Display Monitors, Camera System, Overhead Projector, etc...)	
	Assess equipment needs for your position	
	Obtain office supplies necessary	
	Begin an ICS Form 214 Unit Log.	
	Contact all necessary personnel whose assistance or cooperation you will need to do your job	
	Set up Check-In Desk. Ensure that all IMC staff sign in, receive position vests,, Position Book and whatever instructions/supplies are needed for them to begin their tasks	
	Plan for an extended IMC activation and determine staffing needs (i.e. 12 Hour Operational Period). Upon shift change, brief your replacement about current status of your position.	
	Assist in deactivation of the IMC facility, replacing all equipment, maps, and supplies in storage and returning all furniture to original locations.	
	Keep copies of all your logs, reports, messages and any other documents you used and received while working in the IMC	
	Forward the IMC log to the Emergency Management Coordinator. If requested provide information for the After-Action-Review Report.	

IMC Organization:

The IMC organizational structure will be established using an ICS organization as the model. However, to avoid confusion with similar positions deployed on the tactical, on-scene organization, the word "Support" is used in the Section / Position title to off-set its role in the IMC.

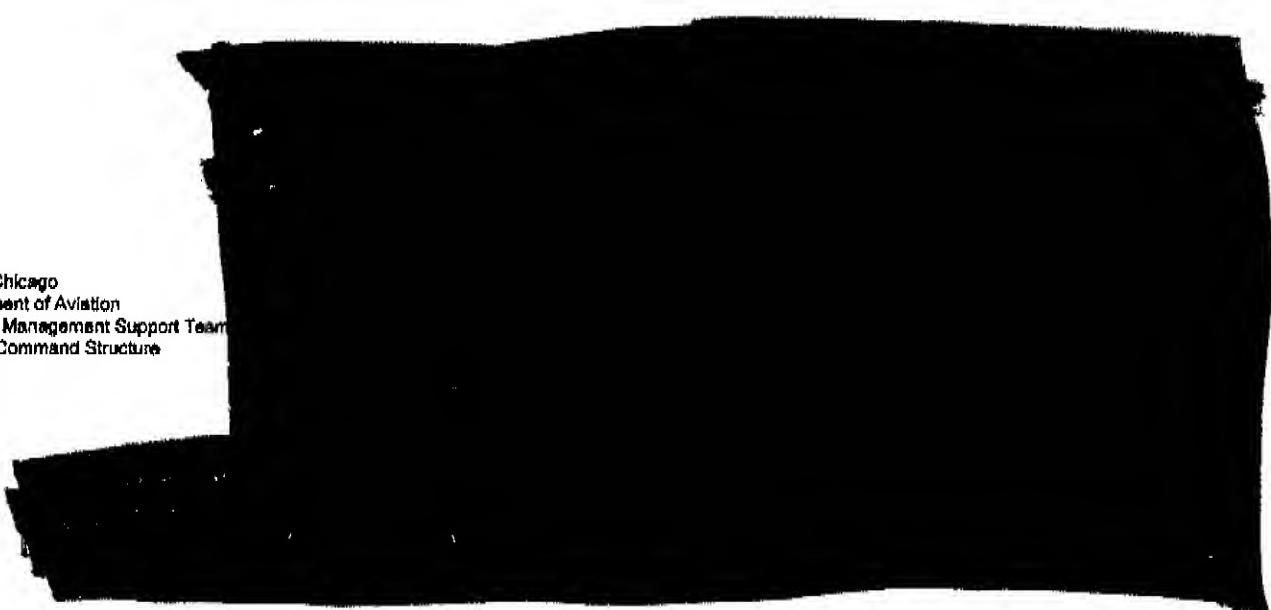
Use of this system provides the tactical Incident Command organization in the field with a clear contact point in the IMC.



Unified Command Structure:

The decision to include a Unified Command will be based in large part upon the level of the response and the need for additional resources to respond effectively. It is important to remember that Incident Command System (ICS) / Unified Command (UC) should be viewed as a response tool and not as a response rule. The ICS/UC Command organization adheres to a "form follows function" philosophy. In other words, the organization at any given time should reflect only what is required to meet planned tactical objectives. The ICS/Unified Command response management structure does not attempt to prescribe a specific item-by-item functional description of where particular organizations or individuals fit within a single response structure for a give response. Along those lines, the establishment and administration of an ICS/Unified Command should never detract from response efforts. In the early stages of a response, it may be necessary to commit the limited number of response personnel to field operations and scale back less critical ICS/Unified Command administration procedures until more assets and resources become available. Ideally, an ICS/Unified Command should allow for information sharing both horizontally and vertically throughout the response organization, allow a multi-jurisdictional response to be conducted effectively.

City of Chicago
Department of Aviation
Incident Management Support Team
Unified Command Structure



IMC Staffing

The IMC must be able to function on a 24/7 basis from activation until de-mobilization as needed to support the emergency response. IMC Management will determine appropriate staffing for each Level of Emergency (see below) and based upon an assessment of the current and projected situation.

IMC Command and General Staff positions will be filled as a priority by personnel trained in ICS (a list of personnel properly trained in ICS is on file in the Emergency Management Section). Sub-positions within the IMC organization may be filled by qualified personnel independent of rank or agency affiliations. Initially, all positions may be staffed by the first available individual most qualified in the function to be performed.

LEVELS OF EMERGENCY

Level	Description	General Actions
5	Normal Operations <ul style="list-style-type: none">• No imminent terrorist threat• No severe weather pending	<ul style="list-style-type: none">• Normal day-to-day operations• Regular reporting and monitoring• Minor incidents controlled by first responders (ARFF, Police, Security)
4	Negligible <ul style="list-style-type: none">• Heightened terrorist threat• Localized incident• Potential Airport Incident	<ul style="list-style-type: none">• Localized incidents controlled by first responders (ARFF, Police, Security)• Continued monitoring• Use of proper CDA staff & resources to assess and deter threats• Weather advisories• Alerting teams• Warning order• IMC activated• Pre-deployment of teams
3	Limited <ul style="list-style-type: none">• Incident of Airport-wide significance managed at IMC level	<ul style="list-style-type: none">• Airport-wide monitoring and involvement• Airport assets deployed• IMC activated• TSA notified and briefed• Activate AEP response procedures as necessary
2	Critical <ul style="list-style-type: none">• Imminent terrorist threat• Airport Incident• Potential Catastrophic Incident	<ul style="list-style-type: none">• Airport assets deployed• IMC activated• TSA notified and briefed• FAA notified and briefed• Communicate with City/State EOC• Consideration of requesting of essential and extensive local and state assets
1	Catastrophic Incident	<ul style="list-style-type: none">• Deployment of appropriate essential and extensively state and federal assets

A. Levels Of Emergencies

1. To aid in preparedness and coordination, the EOP establishes Levels of emergencies outlined in the table above. These Levels categorize the severity of an incident and describe general actions associated with each level as the magnitude of the event increases. The Levels are intended to provide guidelines to help detail planning efforts and provide a consistent approach for reporting and coordination during an event.
2. The Levels have a range of 1 to 5 and are scalable, recognizing that an incident may start out at a low level event and escalate, or a significant event may immediately start off at a high level. Likewise, as an event tapers off, the level is lowered and resources begin to demobilize. During an event, different teams or agencies may be at different levels. For example, during a Level 3 natural disaster, certain law enforcement special teams may remain at Level 1 because of the nature of the incident.

Based on the previously described IMC Activation Levels, plans should include at least two complete Operational Periods for an initial period of time, after which reduced-strength options can be considered for implementation.

In order to standardize operations, two 12 hour shifts have been defined for the IMST; Day Shift 0600 - 1800 (6:00 a.m. – 6:00 p.m.), Night Shift 1800 - 0600 (6:00 p.m. – 6:00 a.m.).

All in-coming personnel will report at 0530 and 1730 (one half-hour prior to the scheduled Operational Period Briefing) respectively in order to conduct a “face-to-face” relief briefing with the person being relieved.

All IMST and personnel working in the IMC will initiate and complete an ICS Form 214 recording all significant activity that took place during their respective shifts.

Operational Periods

An operational period is the length of time set by IMC management to achieve a given set of objectives. The operational period is determined by the dynamics of the emergency event.

The length of the Operational Period is determined based on a number of issues:

- ✓ Length of time needed to achieve tactical objectives.
- ✓ Availability of fresh resources.
- ✓ Future involvement of additional resources.
- ✓ Environmental considerations. (Light, Weather)
- ✓ Safety considerations.

Those CDA Sections and cooperating / assisting agencies that have personnel designated to perform in the IMC should make the assignments according to the Operational Period schedules.

Transfer of Responsibilities (Shift Changes):

When a staff member transfers responsibility to their replacement , a simple but formal transfer briefing will be required. A transfer briefing should summarize the activities of the past shift.

identify, "open" incidents or activities and be accompanied by a review of the written summary contained on the ICS Form 214. This transition should take place no later than 30 minutes prior to the official Operational Period Briefing scheduled to begin at 0600 and 1800 hours respectively. A "checklist" for assuming IMC duties is provided below.

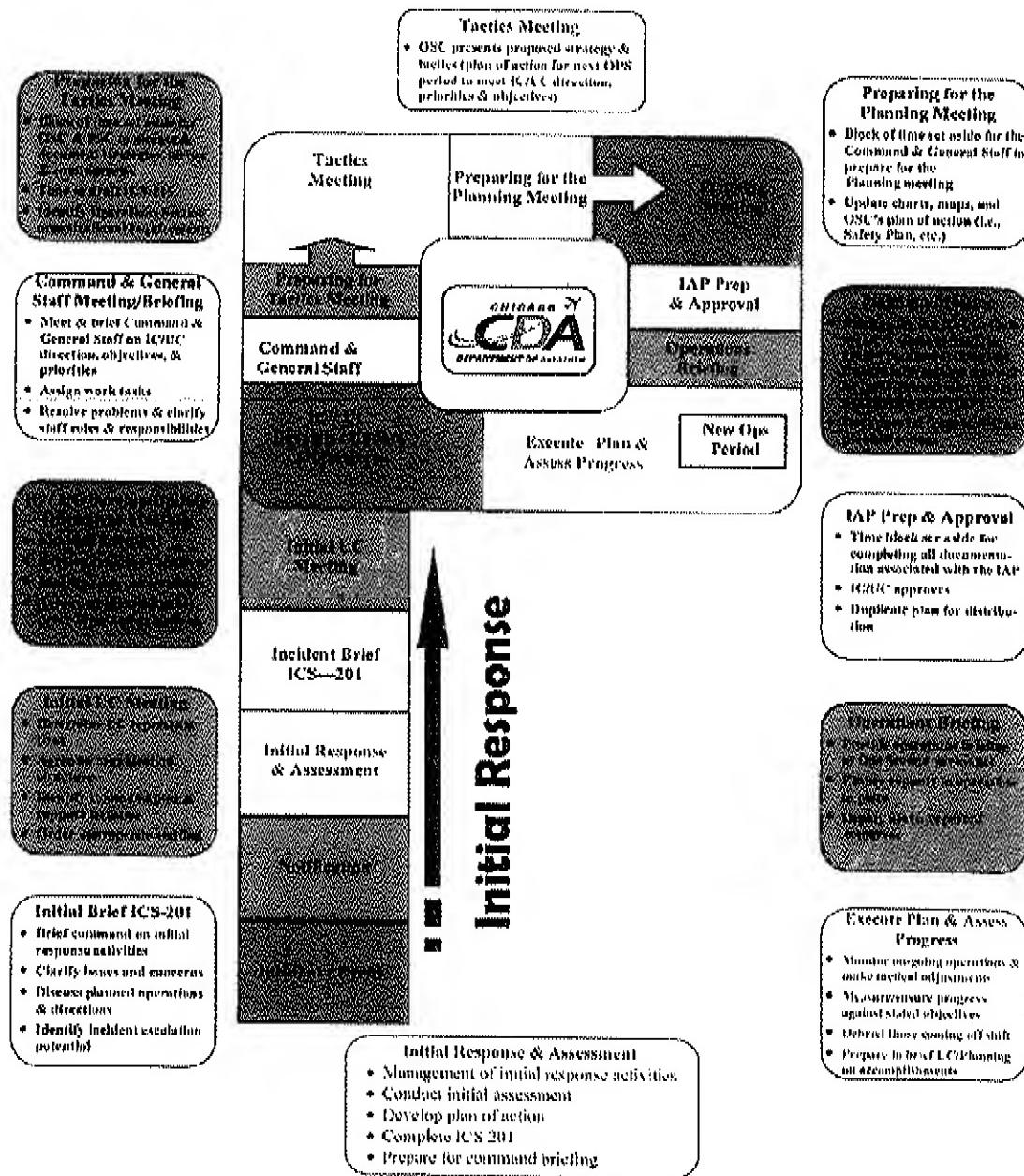
Incident Management Role: General IMC Support Function

Reports To: EOC Manager / Chief Public Safety Officer

	<p>1. Primary Duties: The General IMC Support Function is responsible for providing facilities, services, and material in support of the incident.</p> <p>The general responsibilities of the General IMC Support Function are:</p> <ul style="list-style-type: none">• Plan the organization of the General IMC Support Function.• Assign work locations and preliminary work tasks to section personnel.• Participate in preparation of the Incident Action Plan (IAP).• Identify service and support requirements for planned and expected operations.• Coordinate and process requests for additional resources.• Review the IAP and estimate General IMC Support Function needs for the next operational period.• Advise on current service and support capabilities.• Prepare service and support elements of the IAP.• Estimate future service and support requirements.• Receive Incident Demobilization Plan from Planning Support Section.• Recommend release of Unit resources in conformity with Incident Demobilization Plan. <p>The major responsibilities of the General IMC Support Function are:</p> <p>Check-In according to agency guidelines.</p>
	Obtain briefing from Chief Public Safety Officer or EOC Manager (may be verbal, ICS Form-201 or review published Situation Reports or other forms/reports used by the agency).
	Obtain Incident Name and Type of Incident / event. <ol style="list-style-type: none">1. Current Situation2. Obtain summary of the incident organization (ICS Form-203, 207).3. Develop updated contact lists as needed to support incident / event operations
	Coordinate with Operations Support Section to identify list of agencies needed to support the incident.
	Initiate an ICS Form 214 and <u>record all significant issues</u> on this form (will be used later to develop Situation Reports)
	Establish a work location and obtain and assemble all supplies, tools and technology needed to effectively perform the tasks of Planning Support Section Chief.
	Ensure execution of appropriate administrative requirements of the Section to include documentation, forms, agency resource tracking
	Make sound and timely decisions
	Accept responsibility for actions
	Make sure work goals are "S.M.A.R.T." compliant (Specific, Measurable, Actionable, Realistic and Time Sensitive)

ALL MEETINGS CONDUCTED IN THE IMC WILL FOLLOW THE "OPERATIONAL PERIOD PLANNING P" PROCESS AS CREATED BY FEMA AND AS TAUGHT IN THE APPROPRIATE ICS COURSE OF INSTRUCTION. (SEE BELOW FOR "PLANNING P" PROCESS)

Planning “P”



ALL BRIEFINGS PROVIDED TO THE AGENCY ADMINISTRATORS / IN-COMING REPLACEMENT TEAM WILL ADHERE TO THE PLANNING MEETING AND OPERATIONAL PERIOD BRIEFING FORMATS.

(SEE BELOW FOR BRIEFING AGENDA AND FORMAT)

INCIDENT MANAGEMENT CENTER BRIEFING AGENDA

WHAT IS DONE	PERFORMED BY
Introduction and Welcome	Planning Support Section Chief
Review of ICS Form 202 – Incident Objectives	Chief Public Safety Officer / IMC Manager
Review of current incident status / control objectives	Operations Support Section Chief
Technical Specialist (if assigned) <ul style="list-style-type: none">• Weather• Hazardous Materials• Fire Behavior• Structural Issues	If no Tech. Spec assigned -- done by PSC
Incident Boundaries; Branch / Division / Group Locations	Operations Support Section Chief
Review all ICS Form 204 – Assignment List	Operations Support Section Chief
Review of hazard mitigation and Safety Message	Safety Support Officer
Logistics, supplies, facilities and ground support	Logistics Support Section Chief
Review ICS Form 206 – Medical Plan	Logistics Support Section Chief
Review ICS Form 205 - Radio Communications Plan	Logistics Support Section Chief
Review of ICS Form 220 – Air Operations Summary (if air assets have been mobilized)	Operations Support Section Chief
Incident Finance / Administration issues	Finance / Administration Support Section Chief
Agency representative issues	Liaison Support Officer
Media and Incident information	Public Information Support Officer
Other Issues	Operations Support Section Chief
Closing Remarks	Chief Public Safety Officer / IMC Manager
Conclusion / Next Meeting Time / Location	Planning Support Section Chief

At the conclusion of the Operational Period Briefing, the off-going team is relieved by the on-coming team.

The deployed tactical resources assigned to the Operations Section begin executing the strategies / tactics created by the previous team.

The on-duty team now begins to focus on creating strategies and tactics for the next operational period.

This is done through a series of meetings as generalized on the next several pages.

Meetings / Briefings

Following the "Planning P" process as a guide, there are a series of meetings that must be held by the IMC Command / General staff to ensure that the proper coordination and review occurs when preparing the IAP for the next Operational Period.

There are five primary steps to be followed to ensure a comprehensive Planning process:

1. Understand the current situation;
2. Establish priorities, objectives, strategies and tactics
3. Develop Action Plan for next operational period;
4. Evaluate the Plan and obtain appropriate approval; and
5. Anticipate/predict what will happen following implementation of the Action Plan.

Provided below is a summary and a suggested time frame for the conduct of each of these meetings.

Shift Change [REDACTED]

- ✓ Relief personnel arrive and Check-In (sign for Vest, Position Book, Laptop, etc...)
- ✓ Obtain briefing from person being relieved
- ✓ Personnel review the IMC Position Book, Position Checklist and ICS Form 214
- ✓ Prepare for participation in the Operational Period Briefing

Targeted Audience: In-coming and off-going IMC staff personnel

Operational Period Briefing [REDACTED]

Discussion:

- ✓ Provide incident objectives, strategies and tactics planned for the next operational period

Targeted Audience: all out-going and all in-coming IMC Command and General Staff personnel, Senior Staff and Agency Administrator.

IC / UC Update Objectives [REDACTED]

Discussion:

- ✓ Share what is relevant to the plan as soon as possible
- ✓ Share other information with those who need to know

- ✓ Share information that could affect incident tactics

Targeted Audience: In-coming and off-going Chief Public Safety Officer, Deputy Chief Public Safety Officer; Command and General Staff

Strategy Meeting [REDACTED]



Discussion:

- ✓ Define incident objectives
- ✓ Establish meeting schedules
- ✓ Clarify any issues or concerns
- ✓ Share information relevant to the Incident Objectives
- ✓ Consolidate any additional resource orders
- ✓

Targeted Audience: Command and General Staff

Preparation for Tactics Meeting [REDACTED]



Discussion:

- ✓ Determine how the selected strategy will be accomplished in order to achieve objectives
- ✓ Assign resources to implement the tactics
- ✓ Identify methods for monitoring tactics and resources to determine if adjustments are required

Targeted Audience:

Operations Support Section Chief; Safety Support Officer; Planning Support Section Chief; Logistics Support Section Chief

The Operations Support Section Chief leads the Tactics Meeting.

Tactics Meeting [REDACTED]



Discussion:

This is the meeting where the Operations Support Section organization is developed; resource requirements are established; available resources are made known; and resource orders are determined.

It is a very informal meeting that is run by the Operations Support Section Chief. The products from the meeting are:

1. Completed ICS Form 215 – Operational Planning Worksheet
2. Completed ICS Form 215a – Incident Safety Analysis Worksheet

Targeted Audience:

Operations Support Section Chief, Safety Support Officer; Planning Support Section Chief; Logistics Support Section Chief;

Preparation for Planning Meeting

Discussion:

If you look at the "Planning P", there is a period of time between the Tactics Meeting and the Planning Meeting. During this time, labeled "Preparing for the Planning Meeting" the members of the Command and General Staff must complete the following actions:

Chief Public Safety Officer:

- ✓ Give direction
- ✓ Communication
- ✓ Be a manager – but does not get involved in details (leave this to staff)

Command / General Staff:

- ✓ Prepare Incident maps as necessary
- ✓ Develop resources status information
- ✓ Prepare Planning Meeting materials
- ✓ Develop meeting Agenda
- ✓ Obtain Objectives
- ✓ Determine a time for completion of all components of the IAP in preparation for review and approval of the Chief Public Safety Officer and Command / General staff
- ✓ Develop situation status and prediction; including alternative strategies
- ✓ Obtain information needed to complete the IAP (ICS Forms 202; 203; 204; 205; 206; 207; Traffic Plan, Maps, General Safety Message)

Note: ICS Forms 215 and 215a are used to create the ICS Forms 204 and will not be made part of the IAP. However, they will be forwarded to the Documentation Unit for retention.

The Operations Support Section Chief delineates the amount and type of resources he/she will need to accomplish the plan. The Planning Support Section Resources Unit will work with the Logistics Support Section to accommodate

Tasks	Assigned to
Briefing on Situation and Resource status	Operations
Set / review Incident Objectives	Chief Public Safety Ofcr
Establish Branch/Group/Division assignments	Operations
Specify tactics for each Branch/Group/Division	Operations
Specify resources needed by Branch/Group/Divisions	Operations / Planning
Specify safety mitigation measures for identified hazards	Safety
Specify operational facilities and reporting locations on map	Operations, Planning, Logistics

Develop resource and personnel ordering processes	Logistics / Finance-Admin
Consider communications, medical and traffic plan requirements	Planning, Logistics
Specify finance issues and matters	Finance Admin
Outline issues related to assisting and cooperating agencies	Liaison Support
Consider information issues internal and external to the incident	Media Relations
Finalize Incident Action Plan	Planning

At the conclusion of the meeting, the Planning Support Section Chief will identify a time when all elements of the plan and support documents are required to be submitted so the plan can be collated and made ready for the Operational Period Briefing.

Targeted Audience:

Chief Public Safety Officer; Deputy Chief Public Safety Officer; Command / General Staff

Planning Meeting

Discussion:

The Chief Public Safety Officer and Command / General reviews and validates the Incident Action Plan developed for the next Operational Period.

Tasks	Assigned to
Review IAP	Chief Public Safety Officer / EOC Manager
Approve IAP	Chief Public Safety Officer / EOC Manager

Finalize and Distribute Incident Action Plan

Discussion:

Planning Support Section consolidates IAP components and makes appropriate number of copies for on-coming team.

We've come "full circle" and are now ready to be relieved by the on-coming team.

Operational Period Briefing

Original Date: June 30, 2011

Revision Date: September 1, 2014

19

FAA Approval: *Dacia Helgerson*
FAA Approval Date: *30 SEP 2014*



Discussion:

- ✓ Provide strategies and tactics planned for the next operational period

Targeted Audience: all out-going and all in-coming IMC Command and General Staff personnel

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Why Incident Action Plans?

The Incident Action Planning (IAP) process is an essential tool for the jurisdiction, particularly in managing sustained operations. If the emergency organization is to have a well planned and executed approach to resolving the problems posed by the disaster, the organization must remain focused and unified in its efforts. The Action Planning process is a key element to ensure that the entire organization will be focused and acting as a unified coordinated body. If the organization is going to move forward in a unified manner, there must be a clear understanding of what goals are being pursued, what time frame is being used (the Operational Period) and how individual unit efforts are a part of the overall organizational efforts.

For the organization to continue its efforts, it is important that common organizational goals are maintained and pursued. The Management Section of the organization sets these goals. For the Management Section to draft appropriate goals, it must have a good understanding of the current situation and some idea of where the situation is going. They need to know not only what has happened in the last operational period, but also what is likely to occur in the next and future operational periods. The Planning Section in the form of a Situation Report should provide this information. The Situation Report must contain all key information and should also illustrate what outcomes are to be expected.

Written Incident Action Plans are a significant tool and provide:

- ✓ A clear statement of objectives and actions.
- ✓ A basis for measuring work effectiveness and cost effectiveness.
- ✓ A basis for measuring work progress and providing accountability.
- ✓ Documentation of planned event flow.

IMST Position Vests

IMST Position Vests identify what position / section personnel are assigned to and will be worn at all times by all personnel while working in the IMC. Position vests will be signed for during the Check-In process and members will be accountable for their proper return at demobilization.

The following identifying colors for specific functions will be used by all agencies that work within the IMC.



Positions Checklist / Books

Position Checklists have proven to be an effective tool to use during emergencies. They help guide staff that may not be familiar or practiced in their IMC role and provide useful reminders of items that should be done during an emergency. It is important that the entire checklist be read through once before initiating action items.

Position Checklist / Books will be signed for during the Check-In process and members will be accountable for their proper return at demobilization.

Internal IMC Messages

One of the primary functions of the IMC in an emergency is to collect and disseminate important information. Information will reach the IMC through many different channels: telephone, radio, amateur radio, commercial broadcasts, runners, etc.

To ensure that message traffic for all IMC communications are properly tracked and filed, including intra-IMC coordination, the IMC Message procedures listed below are to be utilized by the IMC staff to process important information sent or received or to communicate essential information from the IMC to outside agencies or individuals.

The ICS Form 213 (General Message Form) will be used as follows:

- ✓ as an inter-office memo for messages between IMC sections
- ✓ as a Logistics Request for resources document

In all cases, a copy of the ICS Form 213 will be provided to the Documentation Unit for retention and possible use in the request for financial reimbursement from the Federal government.

IMC Telephone Directory

Telephone numbers for the IMC Staff, City of Chicago government as well as other important external numbers are included in the Position Books for all Command and General Staff positions.

The directory should receive limited circulation to those involved in the IMC and response operations, but **WILL NOT BE RELEASED** to the media or the general public.

Documentation

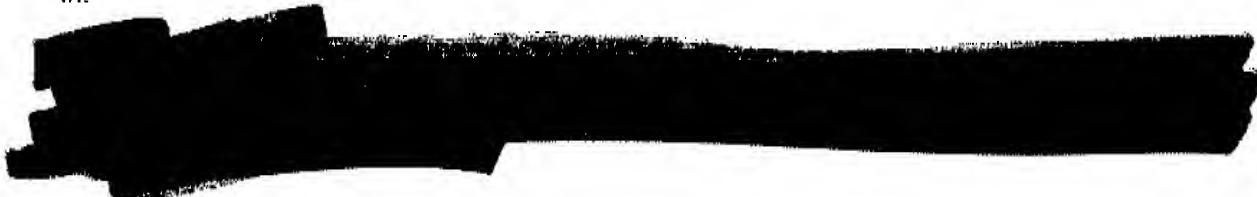
All IMC activities require some form of documentation and record keeping. Forms are available for each IMC function responsibility. Which of the forms requiring completion are dependent on the agencies involved and the scope and impact of the emergency event.

It is extremely important to accurately document actions taken during emergencies. There must be a documented record of all policy and IMC decisions and direction. Resource requests must also be logged and tracked to ensure the response provided is recorded. NIMS requires all positions to keep a personal and functional position log during events. This will assist in tracking and monitoring the effectiveness of the response and of IMC Action Plans. Documentation is also important for tracking expenditures for cost accounting and for requesting State and federal assistance.

For minor injuries / illnesses, there is a First Aid Kit mounted on the wall in the Break Room.

Computers / Laptop Computers / Thumb Drives / etc..

Personnel from outside agencies are encouraged to utilize their agency laptop computers / thumb-drives inside the IMC and will be able to sync with the WiFi connection accessible therein.



Smoking

There is NO SMOKING in the IMC. Smoking areas are identified outside of the building.

Food

Food is not allowed in the IMC. Water/coffee/soft-drinks are permitted. You will be requested to relocate to the break-room to consume food. Food is allowed in the kitchen/break area of the IMC. A microwave oven and a refrigerator are also available for those who wish to bring food. Food may also be delivered from various eateries (menus contained in all Position Books).

Sanitation

Kitchen sinks, tables and general facilities exist in the Public Safety Building. Restrooms are located adjacent to the Break Room. Janitorial services are provided daily during normal working hours in the IMC.

Medications

In a 24-hour IMC operation where the staff will work beyond duty-hour times, it is certain that most pharmacies will be closed. Therefore those members of the IMC staff on prescription medications should carry a sufficient supply of drugs needed for at least a 72-hour period.

Stress and Anxiety

During IMC operations the environment will likely be that of high stress and anxiety. Let your supervisor or co-worker know you need to get away from the work area for a few minutes so someone can answer your phone and know where you can be found (break room, bathroom, smoking area or outside for a breath of fresh air).

Some tips to relieve stress:

- ✓ Drink ample amounts of water;
- ✓ drink decaffeinated coffee or tea instead of caffeinated;
- ✓ don't let your energy be depleted by not eating;

IMC Forms

Forms for each IMC function/position have been copied to the laptop computer assigned to select IMC positions.

General considerations when completing IMC paperwork should include:

- ✓ type all entries.
- ✓ Enter dates by DD/MMM/YYYY (e.g. 29 Sep 2010)
- ✓ Use 24-hour clock time.
- ✓ Enter name, position, date and time on all forms.
- ✓ Fill in all blanks; use N/A (not applicable) as appropriate.

Copies of all important documents (including individual position logs) should be forwarded to Documentation Unit for safekeeping.

Resource Tracking

Resource requests frequently require coordination among a variety of functions and agency representatives. Multiple requests will be received by the IMC by a wide variety of means and without tracking there is a danger that a critical request could be lost.

The ICS Form 213rr (Resource Request Form) will be used as follows:

Requests must be vetted, prioritized, assigned, tracked by the Logistics Support Section and be approved by the Chief Public Safety Officer. The IMC Management Team must be able to determine the current status of all resource requests, the sections assigned responsibility for action and the details of any action taken or planned. This information is critical during the briefing and shift change process.

It is the responsibility of Planning's - Resource Unit to work closely with Logistics Support and Finance / Administration Support to track resources assigned and requested.

Emergency Power

An emergency generator provides alternate power for the IMC. When primary power is lost, the generator should activate automatically. If emergency power problems exist, contact the O'Hare Communications Center (OCC) who will make the appropriate notifications to the Engineers and Critical Infrastructure Notification Group.

Evacuation

Maps and instructions concerning evacuation are posted on the walls throughout the IMC. The Maps also show the location in the building where people should go in case of a tornado or other emergency that warrant evacuation of the IMC. If you have questions concerning evacuation guidelines contact the IMC Safety Support Officer.

Medical Emergencies

[REDACTED] Give the operator the information concerning the emergency to include the address, location of entry for medical personnel and a telephone number to be called if they need additional information.

- ✓ take breaks for your eyes and your whole body; and,
- ✓ take multi-vitamins to replenish deficiencies caused by stress. Remember, the IMC serves a critical function so be cooperative, flexible, and respect the work ethic necessary for a successful team operation.

IMC DEMOBILIZATION

The IMC may be deactivated at any time designated by the IMC Management; however a section, branch, or unit may be deactivated at any time between Operational Periods.

Demobilization planning helps to:

- ✓ eliminate waste
- ✓ eliminate potential fiscal and legal impacts
- ✓ ensure a controlled, safe, efficient and cost-effective release process

Demobilization policies and procedures depend on the size of the incident and may involve:

- ✓ Fiscal / legal policies and procedures
- ✓ Work rules
- ✓ Special license requirements
- ✓ Other requirements

Upon deactivation of any section, branch, or unit in the IMC, that section, branch or unit will ensure that all supplies are replenished, broken items repaired or replaced and their area and equipment is cleaned before leaving. This is to make sure that the facility is ready to open immediately on request.

General Checklist for Position Demobilization

BEGIN DEMOBILIZATION AS DIRECTED	
	<ul style="list-style-type: none">• Brief unit personnel on procedures for closing out operations• Dismantle and store displays• Return equipment and supplies to Supply Unit• Deliver check-in sheets, unit logs, and originals of other related documents to Documentation Unit
	Identify and release excess unit resources, equipment and supplies. Maintain, through inventory and personal observation, status of equipment, supplies and assigned personnel.
	Receive demobilization instructions from Branch Director. Brief subordinate staff on demobilization procedures and responsibilities
	Complete ICS Form 221 – Demobilization and turn it in to the Branch Director.
	Check-Out

ICS Form 214 - Activity Log

To be used by ALL personnel assigned to the Incident Management Center to manage an aviation related incident.

ACTIVITY LOG (ICS 214)

Handout 1-1 ICSE 214 Completed

Key points about information logged on the ICS Form 214.

The purpose of the 214 is to provide documentation of 'significant' activities you have worked on when on duty. As with all documentation about an incident, it serves as a record of actions and activities that are part of the official documentation and timeline of the incident. There is therefore a dual use for this documentation. First as your personal reminder list / memory jog; and second as proof of action taken in fulfilling your official duties.



Handout 1-1 ICS 214 Completed

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City of Chicago Department of Aviation

Emergency Operations Plan

Annex A Direction and Control

Preface

Direction and Control is a critical emergency management function. During the applicable phases (pre-, trans; and post) of the emergency response effort it allows the jurisdiction to:

- a. Analyze the emergency situation and decide how to respond quickly, appropriately and effectively
- b. Direct and coordinate the efforts of the jurisdiction's various response forces.
- c. Coordinate with the response efforts of other jurisdictions.
- d. Use available resources efficiently and effectively.

The manner in which the situation is managed will determine the effectiveness of the overall operation. Field forces (e.g. fire, law enforcement, public works, medical, etc...) can and usually do perform admirably in emergency situations. Where problems often arise is in the overall management of the operations: the merging of varying disciplines, organizations, and agencies not accustomed to working together on a day-to-day-basis.

Emergency Operations Plan

Annex A

Direction and Control

I. PURPOSE

This annex will develop a capability for the Commissioner and key individuals of the Department of Aviation to direct and control response and recovery operations from a centralized facility in the event of an emergency.

II. SITUATION AND ASSUMPTIONS

1. The Department of Aviation will control incident operations from the Incident Management Centers (IMC) [REDACTED] hereafter designated as the primary locations from which to manage all aviation related incidents at those airports.

a. Communications Support and Information Technology for the IMC will be supported by the [REDACTED] and Managers of the Airport Communications Centers (OCC and MCC). The Communications Centers are staffed 24 hours a day and have the communications equipment to communicate with city, county and state departments or agencies. Redundant emergency generator power is available.

2. Mobile Command Posts:

On-site direction and control can be established as necessary with radio-equipped emergency vehicles (law enforcement, fire, medical). The vehicle(s) can be placed at any location on or near the airport giving a good communications base for conducting emergency operations. The following designated mobile Command Posts (MCPs) are available to the Department of Aviation.

3. Space will be provided in the MCP for specified Incident Management Center Support staff. Space for briefing the media will be made available in the Aviation Administration Building [REDACTED] and will be kept separate from the actual operations room. City/County/State and federal officials that support disaster operations will also be provided space to operate in IMC facilities.

4. Assumptions

When an emergency/disaster occurs or threatens to occur, the [REDACTED] will direct the Chief Public Safety Officer to activate the IMC in a timely manner. Notified officials will respond as directed in this Plan.

5. Close coordination must be maintained between the IMC and the incident scene to identify special considerations, secondary threats, and available resources.
6. Most emergency situations are handled routinely by emergency response personnel and can be managed at the field level following established Incident Command System procedures.

III. CONCEPT OF OPERATIONS

- A. The IMC will be activated in accordance with the Basic Plan.
- B. Notified personnel will assemble as directed in the notification page to direct and coordinate emergency response operations.
- C. Staffing needs of the IMC will be based on the size and complexity of the incident.
- D. In most situations, an on-scene incident command post will be established either by the Chicago Fire Department or the Chicago Police Department (dependent upon the incident type) using the Incident Command System (ICS). ICS is a management tool consisting of procedures for organizing personnel, facilities, equipment and communications at the scene of an emergency. ***Title III of the Superfund Amendments and Reauthorization Act (SARA), requires that organizations that deal with hazardous material incidents must operate under an Incident Command System.***
- E. The FBI has been designated as the Lead Federal Agency (LFA) for Law Enforcement Operations in a terrorist event, to include weapons of mass destruction. Local and state agencies pertinent to law enforcement operations, to include certain consequence groups, are to work jointly with the FBI in resolving the Crisis aspect of a terrorist situation.
- F. The on-scene Incident commander will direct and control operations at the disaster site. He/she will maintain contact with the IMC and keep them informed of the situation. **THE IMC IS ESTABLISHED TO SUPPORT THE ON-SCENE INCIDENT COMMANDER – NOT TO MANAGE THE INCIDENT.**
- G. Emergency response personnel provided by the various organizations/agencies to support incident operations will remain under the direction and control of the sponsoring organization, but will be assigned by the IMC to a specific work assignment or staging area as needed. Work shifts will be established to provide continuous coverage as needed.
- H. Procedures for handling reports/messages coming in and out of the IMC (i.e. review, verification, distribution, etc.) are outlined later in this Annex and in Appendix 1 to the Basic Plan.
- I. Information received in the IMC from field units and other reliable sources will be maintained in the IMC during the incident and will be filed in the Emergency Management

Section after the incident has been successfully terminated.

J. Should a life-threatening situation develop or appear imminent, emergency instructions for the public will be coordinated with the IMC and disseminated by all available means.

K. IMC operations will continue as determined by the situation, and will conclude by order of the Commissioner of Aviation or the Chief Public Safety Officer.

L. Organization -

An 11"x17" diagram of the Incident Management Support Team function is shown at the end of this Annex.

M. Responsibilities

1. The Commissioner of Aviation has assigned the Chief Public Safety Officer as the primary responsible official for Direction and Control of the Department of Aviation during emergencies or serious incidents. See the Basic Plan for lines of succession. The Chief Public Safety Officer will:

- a. Implement this Emergency Operations Plan.
- b. Activate response personnel and direct emergency response operations based upon advice from the IMC staff.
- c. Summarize damage assessment information and submit appropriate reports.

2. Ensure that all departments, agencies, and individuals support the Direction and Control function as follows:

- a. Coordinate their incident activities with the IMC through established lines of communications or by designating a qualified representative to report to the IMC.
- b. Advise the Incident Management Support Team staff in their area of expertise/responsibility.
- c. Compile damage assessment figures.
- d. Tabulate expenditure data for the emergency situation.

3. In addition to the aforementioned responsibilities, the following CDA Sections have these assignments:

- a. Emergency Management Section personnel will:
 - (1) Maintain the operational readiness of the IMC necessary for a continuous 24-hour operation (i.e., identify IMC personnel, stock administrative supplies and equipment, prepare status boards, furnish maps to plot data and set up displays to post damage assessment

information).

(2) Ensure that the incident is managed according to NIMS and train the IMC staff on their anticipated duties and conduct drills, tests and exercises to ensure their familiarity with their assigned roles.

(3) Assist the Chief Public Safety Officer in coordinating and managing IMC operations.

(4) Implement message handling procedures (see "Message Handling Guidelines" in this Annex).

b. [REDACTED] is responsible for providing security in the IMC.

c. [REDACTED] and Communications Centers Managers are responsible for establishing an IMC communications capability.

d. The [REDACTED] is responsible for ensuring that utilities are restored to the IMC after a disaster has occurred.

e. The Public Information Officer will coordinate the release of all emergency public information with the Chief Public Safety Officer.

V. CONTINUITY OF GOVERNMENT

A. If the primary IMC is not able to function (i.e., IMC is damaged, rendered inaccessible, etc.), an alternate IMC will be activated. It is the responsibility of the Emergency Management Section to identify an alternate location and arrange for the relocation of staff members to this facility and transfer direction and control authority from the primary IMC.

B. Should it become necessary to evacuate the entire airport, the IMC will be moved to the nearest safe location.

C. The lines of succession for department leadership are identified in the Basic Plan.

D. Essential records vital to the direction and control function should be duplicated and maintained at another location, or plans should be made to move these records to a safe location.

VI. ADMINISTRATION AND LOGISTICS

A. The IMC will serve as a central point for coordinating the operational, logistical, and administrative support needs of response personnel at the disaster site, public shelters, and agency work/control/dispatch centers.

B. Requests for assistance, general messages, and reports will be handled using the procedures and forms in this Annex.

C. A record of all persons entering and departing the IMC will be maintained by security

personnel at the entrance to the IMC Facility. Upon conclusion of the incident, this record will be provided to the Emergency Management Section for inclusion in the incident file.

MESSAGE HANDLING GUIDELINES

- A. All reports/messages coming into the IMC will be acknowledged by recording them on the message form (see Appendix to Annex B). This procedure applies to anyone receiving a message by radio, telephone, etc.
- B. Each message will be entered into the communications/message log. The log will show date and time the message was received along with the individual/department sending it.
- C. After the message has been logged, it will be given to the Emergency Management Coordinator(s) for routing to the appropriate function coordinator(s). A copy of each message that contains damage information will also be given to the damage assessment coordinator for collection, analysis and display of information in the IMC.
- D. If the information contained in the message is vitally important, it will be entered into a significant events log. This log will be used to record key disaster related information (i.e., casualty information, health concerns, property damage, fire status, size of risk area, scope of the hazard to the public, number of evacuees, radiation dose, etc.).
- E. The message receiver is responsible for checking the accuracy of the message. (If the message is found to be inaccurate, the Emergency Management Coordinator(s) will be notified who will then inform any others who have also received this message.)
- F. The response to the message will be disseminated as appropriate (i.e. reported to response personnel in the field, provided to the IMC staff through regularly scheduled briefings or disseminated to the public).
- G. Outgoing messages from the IMC will also be entered into the communications/message log as mentioned previously. This will include messages that originate from the IMC which are also to be recorded on a message form

Incident
Management
Center Support

Team
Organizational
Chart
Omitted



City of Chicago Department of Aviation

Emergency Operations Plan

Annex B Communications and Warning

Preface

A comprehensive warning system would have the capability to alert and notify the majority of the population to pending or spontaneous emergency situations. The Chicago Department of Aviation (CDA) has a Public Address System in the Terminals. The capability for local warning through police and fire units, supplemented with media, is considered adequate based on the existing and projected threats.

<i>City of Chicago – Department of Aviation Incident Management Center</i>	
Primary: <ul style="list-style-type: none">• Airport Communications Centers (OCC/MCC) Support: <ul style="list-style-type: none">• [REDACTED]	Likely Tasks: <ul style="list-style-type: none">• Maintain a 24-hour primary warning point for the receipt of warning information.• Develop and maintain a system to disseminate emergency alerts and warnings to the public.• Develop public education programs outlining the proper use of the warning systems and the meanings of the warnings issued through those systems.• Disseminate emergency warning information from city, county, state and federal agencies.

<i>City of Chicago</i>	
Primary <ul style="list-style-type: none">• Chicago Office of Emergency Management and Communications• Chicago Fire Department• Chicago Police Department	Actions Warning <ul style="list-style-type: none">• Provide timely information involving threat to life and/or property to areas of the City at risk.• Operate a warning network which uses a variety of telecommunications systems and facilities, including designated area warning centers, to ensure rapid and accurate dissemination of emergency notification and warning messages to affected locations.• Coordinate planning and the development and evaluation of warning system capabilities and requirements.• Disseminate warnings initiated at local government level.• Warning disseminate methods can include: Mobile public address (PA) systems; Mobile sirens; Outdoor Sirens; "Runners" e.g. door to door notifications; Use of media; Emergency Alert System (EAS); City/County communication systems; Telephone; Fax; Amateur Radio.

Emergency Operations Plan

Annex B

Communications and Warning

I. PURPOSE.

To provide for an alert, warning and notification system capable of disseminating adequate and timely warnings to the public and airport officials in the event of an impending emergency or disaster situation.

II. POLICY.

It is the policy of the City of Chicago, Department of Aviation (CDA) that:

- A. CDA will coordinate, receive, and disseminate warnings to the affected populace.
 - B. CDA will disseminate warnings to the airport community in coordination with the City of Chicago, Office of Emergency Management and Communications and Cook County Emergency Management Agency whenever possible.
 - C. Warning to the affected populace will be made by any expeditious methods available at the time to include, but not limited to, public address systems, sirens, telephone, fax, radio, EAS, amateur radio, media, and police and fire mobile units.
 - D. Airport employees have the responsibility to monitor for severe weather alerts via television, radio, and weather alert radios.
 - E. No guarantee of a perfect system is implied by this plan. As assets and personnel may be overwhelmed, the Department of Aviation will endeavor to make every reasonable effort to respond to an emergency or disaster based on the situation, and information and resources available at the time.
 - F. This function may be utilized singularly, or in conjunction with the activation of the airport's Incident Management Center (IMC) or City of Chicago Emergency Operations Center (EOC).

III. RESPONSIBILITIES.

A. City of Chicago, Department of Aviation

1. The Chicago Airport System Communications Center (OCC/MCC) the [REDACTED] [REDACTED] the lead agencies responsible for organization and mobilization of this function during emergencies.

2. Responsibilities include:

- The [REDACTED] is responsible for receiving alerts and warnings from the National Weather Service or Federal Aviation Administration and will immediately notify the OCC/MCC of this warning.
- The OCC/MCC will develop and maintain a system to notify key officials and agencies in the event of an emergency. These include [REDACTED] an automated text-voice messaging system which allows for quick message delivery to key personnel assigned within call groups.
- The OCC/MCC will develop and maintain a system to disseminate emergency alerts and warnings to the public. This will include the use of the FEMA Integrated Public Alert Warning system (IPAWS) system which will be integrated into the Everbridge system as well as the Airport's Public Address system to disseminate critical alerts internally and externally throughout the airport.
- The [REDACTED] will ensure that a public address system capable of notifying traveling passengers in all Airport Terminals simultaneously is procured, installed and regularly tested. The system will incorporate a Visual Display paging system to accommodate the Deaf and Hard of Hearing community in accordance with the policy and procedures outlined in American with Disabilities Act (ADA) 28 C.F.R. 35.160. These displays will be positioned at key locations already servicing the Deaf community with assisted listening TTY stations throughout the airport.
- The CDA Communications Centers (OCC/MCC) will conduct unannounced paging drills each month for key personnel identified in Appendix 1 to this Annex. The results of the paging drills will be sent to the Emergency Management Section for review, retention and implementation of corrective actions if necessary.

B. The O'Hare Communications Center (OCC)

Primary:

1. The OCC is responsible for:
 - Developing, coordinating, and maintaining an adequate notification system to include a system to notify key officials and agencies in the event of an emergency, and a system to disseminate emergency alerts and warnings to the public.
 - Activating warning systems and issuing warnings

Support:

2. Fire Services.
 - Provide siren-equipped and/or public address mobile units.

- Provide manpower for building-to-building warning (if time permits).

3. Law Enforcement Agencies

- Provide siren-equipped and/or public address mobile units.
- Provide manpower for building-to-building warning (if time permits).

IV. CONCEPT OF OPERATIONS.

A. GENERAL.

1. The need to warn the public of impending danger could arise at any time. To reduce loss of lives and protect property, adequate and timely warnings must be provided whenever possible. Appropriate action-oriented information must be supplied.
2. A warning period may be available for most emergency situations although the amount of lead-time will vary from hazard to hazard. Proper use of this warning period will save lives, reduce injuries, and protect property.

B. ALERTING, WARNING, AND NOTIFICATION PROCESS.

1. Warnings may originate from a variety of agencies and are received either by the [REDACTED] or the Communications Centers (OCC/MCC) directly.
2. When a warning is received for the Chicago Airport System, the information is relayed to key department personnel via text messaging or other paging systems [REDACTED], the Public Address system or IPAWS via the OCC/MCC.
3. Weather warnings are issued by AccuWeather and are also broadcast over this system.

C. NOTIFICATION AND WARNING

1. Notification.

The Department of Aviation may receive initial warning of a disaster or pending disaster from the City EOC, neighboring jurisdictions, the National Weather Service, the news media, or the general public.

2. Watch, Standby Procedures.

- a. If a pending disaster has the potential of affecting the Chicago Airport System, Department Sections will take the following actions:
 - Review the EOP (this document)
 - Notify employees.
 - Review department emergency plans.
 - Ensure that department vehicles and equipment are serviced and ready.

- Inventory existing communication equipment. Be prepared to collect and redistribute radios, portable telephones, chargers, batteries, etc.
- Obtain maps, drawings, and other emergency work job aids.
- Continue to provide routine service to the public, but plan to change to emergency procedures upon warning notification.

3. Warning.

- a. Upon notification of a warning (imminent or spontaneous event), each section will initiate internal notification actions to:
 - Alert employees assigned to emergency duties.
 - As appropriate to the situation:
 - Suspend or curtail normal business activities.
 - Recall essential off-duty employees.
 - Send non-critical employees home.
 - Evacuate the department's facilities.
 - If requested, augment the department's effort to warn the public through use of vehicles equipped with public address systems, sirens, employees going door-to-door, etc.
- b. During an aviation related incident all local department employees are on standby. Recall procedures vary and each CDA section has the responsibility to inform employees of proper recall procedures. Employees who are recalled are expected to secure their families and homes, and report promptly to their assigned positions.
- c. Employees are expected to follow the instructions contained in the Emergency Recall Notification sent by the OCC and will report to the location described in this notification as soon as possible. Upon arriving at the direction location, additional instructions will be provided.

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**City of Chicago
Department of Aviation**

Emergency Operations Plan

**Annex B
Appendix 1**

Emergency Recall Notification Groups

Note:

- During Communications Center Paging Notification Drills, personnel will be requested to contact the Communications Centers (OCC/MCC) to acknowledge receipt of the page. This data is used to measure the level of success of the drill. The results of the drill will be forwarded to the Emergency Management Section for review, retention and implementation of corrective actions if necessary.
- However, during an actual Staff Recall where the page is notifying the recipients to report to a specific location and await further instructions, personnel **WILL NOT** attempt to contact the Communications Centers to find out what has happened. This will bog down the Communications Center operators whose primary responsibility is to notify key personnel and mobilize emergency first responders to report to help manage an incident.
- Titles listed in the attached tables are considered to be key and essential personnel who are to be recalled during an airport related incident for assignment to the Incident Management Center, City Emergency Operations Center or other ICS related duties as may be deemed necessary to manage the incident / event.
- Additional instructions will be provided by the respective Incident Management Center at O'Hare and Midway shortly after your arrival.

Original Date: June 30, 2011

FAA Approval: Daniel Shipp

Approval Date: 30 SEP 2014

Revision Date: September 1, 2014

MESSAGES

Communications Center Drill:

DRILL DRILL DRILL DRILL DRILL DRILL

This is a Chicago Airport System Communications Center Drill.

If this had been an actual recall of Incident Management Team personnel, you would have been provided instructions on where to report to assist in managing an airport incident.

ACKNOWLEDGE THIS MESSAGE BY CONTACTING THE COMMUNICATIONS CENTER AT:

OCC – O'Hare – [REDACTED]
MCC – Midway – [REDACTED]

DRILL DRILL DRILL DRILL DRILL DRILL

.....

Elastic Band – Emergency Recall Plan

Group 1 - Public Safety

Emergency Recall in Effect

An Aviation Related Incident is currently underway.

Report to [REDACTED] IMMEDIATELY and Swipe In Upon Arrival.

DO NOT CALL THE O.C.C.

You will be given additional instructions shortly after your arrival.

Title	Section/Agency
[REDACTED]	Aviation
[REDACTED]	Public Safety
[REDACTED]	Safety and Security
[REDACTED]	Operations
[REDACTED]	Operations
[REDACTED]	Security
[REDACTED]	Safety
[REDACTED]	Chicago Fire Department
[REDACTED]	Chicago Police Department
[REDACTED]	TSA
[REDACTED]	Emergency Management
[REDACTED]	OCC Manager
[REDACTED]	Chicago Fire Department
[REDACTED]	Chicago Police Department
[REDACTED]	Media Relations
[REDACTED]	FBI
[REDACTED]	Customs and Border Protection

Group 2 - Executive Staff

Emergency Recall in Effect

An Aviation Related Incident is currently underway.

Activate your internal “Phone Tree” to notify key personnel in your section.

Report to [REDACTED] Commissioner’s Conference Room IMMEDIATELY and Swipe In Upon Arrival.

DO NOT CALL THE O.C.C.

You will be given additional instructions shortly after your arrival.

Title	Section/Agency
[REDACTED]	Aviation
[REDACTED]	Aviation
[REDACTED]	Finance
[REDACTED]	Administration
[REDACTED]	Finance
[REDACTED]	IT/MIS
[REDACTED]	Vehicle Services
[REDACTED]	Facilities
[REDACTED]	Skilled Trades
[REDACTED]	Warehouse
[REDACTED]	H&R
[REDACTED]	Landside Operations

Group 3 – O'Hare Security / Safety Section

Emergency Recall in Effect

An Aviation Related Incident is currently underway.

Activate your internal "Phone Tree" to notify key personnel in your section

Report to [REDACTED] IMMEDIATELY and
Swipe In Upon Arrival.

DO NOT CALL THE O.C.C.

You will be given additional instructions shortly after your arrival.

Title	Section/Agency
[REDACTED]	Security
[REDACTED]	Safety
[REDACTED]	Security

Group 4 - Assisting Emergency Management Agency Personnel

Emergency Recall in Effect

An Aviation Related Incident is currently underway.

Please Standby – You will be contacted and provided additional information

DO NOT CALL THE O.C.C.

You will be given additional instructions shortly.

Title	Section/Agency
[REDACTED]	IEMA
[REDACTED]	Cook County DHSEM
[REDACTED]	DuPage County DHSEM
[REDACTED]	City of DesPlaines
[REDACTED]	Bedford Park
[REDACTED]	Bedford Park

Group 5 - O'Hare Tenant Organizations

Emergency Recall in Effect

An Aviation Related Incident is currently underway.

Please Standby – You will be contacted and provided additional information

DO NOT CALL THE O.C.C.

Title	Section/Agency
[REDACTED]	All Major Airline Station Managers
[REDACTED]	All Key Tenant Organization Managers

Event / Incident Notification Schemes

Notification
Phone Tree

Information
omitted

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